



## Job Description

**Job Title: Systems Analyst II**

**JTC: TAW**

**Salary Range: N06**

**FLSA: Exempt**

Since 1965, we have served more than 3 million students. Dallas County Community College District (DCCCD) is one of the largest community college systems in the state of Texas, which includes seven independently accredited colleges located around the Dallas/Fort Worth area.

### POSITION SUMMARY

Responsible for providing technical analysis, design, installation, maintenance and modification of broad/complex computer systems. Supports large functional areas such as the student information system, etc. Plays a crucial role in providing the technical foundation for a variety of operations.

### REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of software design principles, including workflow analysis, data modeling, and user interface design. Knowledge of change management, source control, and revision tracking. Ability to solve complex business problems with due consideration for hardware/software capacity and limitations, operating times and the desired results. Knowledge of ERP systems, reporting and analytics tools, software implementation and support.

Ability to research and resolve inquiries; demonstrate initiative and work independently with minimum supervision. Ability to work under time constraints to meet deadlines, multitask and set priorities, make decisions on a variety of complex matters, organize, schedule, and coordinate a variety of activities and projects. Able to maintain and troubleshoot departmental reports and investigate root causes related to the data structure and data usage.

Ability to establish and maintain cooperative working relationships with diverse individuals contacted during the course of work; research and evaluate information systems software applications; learn and adapt to changes in technology; retrieve data to prepare documents, and produce a variety of reports from databases. Able to collaborate with system end users and stakeholders to build out proper enhancements, maintenance, data integrity and security plans.

Ability to research, evaluate, and recommend software and hardware solutions which ensure high quality and cost-effective operations. Ability to formulate, define and document functional system specifications.

Must have strong interpersonal and communication skills including writing, listening, and facilitating to internal and external clients. Must be able to convey technical or complex information to others in non-technical terms.

## PHYSICAL REQUIREMENTS

Normal physical job functions performed within a standard office environment. Reasonable accommodations may be made to individuals with physical challenges to perform the essential duties and responsibilities. Occasionally may be required to lift and carry materials weighing up to 30 pounds.

## MINIMUM KNOWLEDGE AND EXPERIENCE

Bachelor's Degree with five (5) years of experience in related field. Original transcripts will be required. Valid driver's license required for offsite travel. On-call, work hours may extend beyond the regular, eight hours, Monday-Friday, workday, including weekends and holidays to provide immediate support due to system failures on a 24/7 basis. \*\*\*Will be subject to a criminal background check. Some positions may be subject to a fingerprint check. \*\*\*

## ESSENTIAL DUTIES AND RESPONSIBILITIES

Researches and evaluates user requirements and enhancements for software applications; tests and documents modifications to application software. Analyzes and documents written specifications for data processing applications including basic system design, programming details, screen formats, user forms, user instructions and program documentation. Create and revise test plans for implementations; participates in system testing and conversion. Adheres to district guidelines and procedures.

Assists system administrators as necessary with software loads related to new releases. Performs process mapping; researches and evaluates user requirements and software enhancements for administrative/educational applications; tests and documents modifications to administrative/educational application software. Keeps current on technological trends and best practices through professional development activities.

Develops and maintains relationships with diverse, internal/external, stakeholders and constituents within the DCCCD community network to enhance physical and digital security across the college system. Assists users in formulating requirements and advises on alternatives and implications. Works as a team member with other technical staff to ensure connectivity and compatibility between systems.

Identifies complex problems, troubleshoots and provides solutions to assist users. Assists with the application of patches, installing software, managing the application and database environment, monitoring performance, and troubleshooting alerts. Writes simple to complex queries based on user specification and decision-making needs. Manages various scheduled and planned projects.

Actively listens and responds constructively to stakeholders and/or team member's ideas or concerns regarding projects. Strong attention to detail utilizing interpersonal, oral/written communication and diplomacy skills when interacting with end users and other stakeholders. Provides excellent customer service.

Performs other duties as assigned.

*The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job and shall not be construed as a declaration of the total of the specific duties and responsibilities of any particular position. Incumbents may be directed to*



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*perform job-related tasks other than those specifically presented in this description. Position requires regular and predictable attendance.*